



United States Department of Agriculture

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## Rural Development

### Customer Service Center

4300 Goodfellow Blvd.  
St. Louis, MO  
63120

Voice 800.414.1226  
TDD/TTY 800.438.1832  
FAX 314.457.4430

Account Number

Dear Homeowner:

### Why We Are Writing:

The President declared a National Emergency because of the novel coronavirus disease (COVID-19) outbreak. Rural Development (RD) is here to help.

### How can we help you?

- **Payment Assistance:** If your household income has decreased and you don't think you can make your mortgage payment, call us and ask for a Payment Assistance package. We will review the information you provide and determine if you are eligible for payment assistance or for more assistance than you currently receive.
- **Moratorium Assistance:** If you have medical bill expenses that are not covered by insurance or have lost your job because of the COVID-19, you can call us and ask for a Moratorium package. We will review the information you provide and decide if you are eligible for a moratorium on your payments which means you do not have to make your house payment for a period of time, and it will be repaid at a later date.

### How to contact us:

Call a Customer Service Representative at 1-800-414-1226 or TDD/TTY 1-800-438-1832. We are available from 7 a.m. to 5 p.m. Monday through Friday Central Time (CT). The wait time to answer your call may be longer than normal. Have your account number and social security number ready and try calling on Tuesday through Friday after 1:00 p.m. CT. You can also look at your account online and make payments through the RD Home Loans website <https://rdhomeloans.usda.gov>. Click on the "Register" button and follow the steps if you do not have a userid and password.

This situation is changing, and we will let you know if anything affects our ability to provide service to you.

Sincerely,

USDA, Rural Development, Customer Service Center